


The State Portal «eesti.ee»



The State Portal “eesti.ee” is a common denominator for the state’s closely integrated central portals, which draw together public sector information and services and provide an environment for central and local government agencies for the exchange of mobile, geo-information, X-Road and other application services. More specifically, the State Portal is an architectural component of the state information system that gives visual identity to the term eState.

The State Portal is an integral information and service space that encompasses the following portals: the institution-based information portal eGovernment (<http://www.riik.ee>), the topic-based Information Portal (<http://www.eesti.ee>) and an interactive portal for the provision of e-services called the Citizen Portal (<https://www.eesti.ee>). Thus, the user can easily find information or services he or she is interested in by navigating in institution, topic or service view. The first two of these portals can be used without any entry restrictions and are meant for use by all. Accessing the Citizen Portal, however, requires authentication either with the national ID card or with internet banking codes of commercial banks. A citizen’s right to use the portal is checked on the basis of data of the Population Register, while the right of representation of businesses is verified in the Commercial Register.

The information portal eGovernment was launched in 1998 as a common access point to the information of constitutional institutions and state and local government agencies. The portal offers information about Estonian state institutions in Estonian, Russian and English (the same languages are used for navigation in the Information Portal). The aim of the Information Portal is, first and foremost, to give practical information about the rights and obligations of individuals residing in Estonia as well as about services provided by Estonian state agencies (e.g. how to register a birth, apply for state benefits etc). Moreover, the Information Portal contains relevant phone numbers, information about e-services and necessary forms, links to legislation and useful websites. The interactive Citizen Portal is an environment for the use of e-services through the middleware X-Road that enables secure exchange of data. The portal allows to proceed e-forms, make enquiries into different state databases, use e-services, and digitally sign documents.



Every ID card owner has the right to use the official e-mail address (**Forename.Surname@eesti.ee**), which serves as the state's main channel for communication with its citizens.

Through its solutions, the State Portal "eesti.ee" seeks to create an integral e-services environment, linking together services provided by the public, private and third sector and offering information and assistance in communication with the state. Services aimed at citizens, entrepreneurs and officials proceed from their actual roles and role-related needs, offering citizen, institution and position based approach. The target groups of the State Portal are not restricted to the three above-mentioned user groups, but cover all residents of the Republic of Estonia, public sector bodies, civil servants and officials, private companies, foreign citizens to be identified electronically, as well as the wider public.

With the assistance of the EU Structural Funds, the Estonian central portals and information systems are currently undergoing a process of transformation. The objective is to improve the quality of public e-service provision through their unified presentation and to increase public sector efficiency through central realisation of similar functions.